

**City of Chattanooga, TN**  
**Personnel Class Specification**

***Class code 0132***

**FLSA: Exempt**

**CLASSIFICATION TITLE: TAX SUPERVISOR**

**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to supervise the activities of staff engaged in the billing and collection of taxes for property, business licenses, and/or delinquent taxes.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Supervises and participates in billing, collection, and customer service for the property tax, business license, or delinquent tax division; establishes and implements policies and procedures as necessary to ensure efficient and effective operations of the division; advises management of progress and status of unit activities and operations.

Distributes work assignments to assigned staff; monitors progress and reviews completed work; assists subordinate clerks with technical, procedural, or advanced problems and issues; deals with customers requiring special attention or service.

Balances revenue received from City taxes, automobile stickers, and other related areas against records to ensure proper allocation and recording of funds; updates collection agency payments and processes right-of-way payments and other monies received by the department; balances collection reports against actual money collected; enters collection reports into departmental computerized records as needed.

Coordinates tax billing, delinquent letter mailings, and other related areas as assigned; ensures addresses and customer information is accurate prior to billing and/or mailing; updates databases as changes are detected; maintains copies for departmental files.

Prepares tax reports and related documents as required; reviews for accuracy and completeness and distributes to designated staff and/or outside agencies as required.

Reconciles monthly bank statements pertaining to tax funds; balances City records with bank records; detects any errors and/or corrects; updates balances on all bank accounts; reports any discrepancies to supervisor and/or bank representatives; keeps accurate records for departmental files.

Prepares bank deposit for all City monies; counts money and verifies amounts prior to sending to the bank; reports errors and/or corrects as needed; maintains records for departmental use.

Maintains departmental office supply and equipment inventory; monitors and keeps records of usage of items; orders replacement items when necessary.

Coordinates the rollover of current tax status to delinquent tax status; tracks payments by customers and reports accurate records; notifies appropriate individuals of delinquency.

Assists with annual budget preparation; monitors monthly expenditures and keeps accurate records; conducts research to determine proper distribution of departmental funds; makes suggestions for changes and/or additions to budget; ensures numbers and data are accurate and complete; submits to Treasurer for approval and signature.

Collects necessary data pertaining to applications for licenses within the City; ensures proper information is supplied by applicants prior to processing.

Secures tax checks returned for insufficient funds; notifies customer of returned check; procures replacement monies and processing fees; keeps records for future reference.

Types and/or prepares tax-related correspondence, memorandums, reports and other documents as required by department; reviews for accuracy and makes corrections as required; maintains complete copies for departmental files and future reference by authorized personnel.

Maintains accurate and complete employee leave records for assigned staff; keeps track of vacation, sick, personal and/or other earned leave balances.

Communicates with data processing staff regarding problems with software and/or equipment or other areas of concern; offers solutions to problems when possible; works effectively with data processing staff to ensure solutions are obtained.

#### **ADDITIONAL FUNCTIONS**

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

High school diploma or GED required; supplemented by three (3) to five (5) years previous experience and/or training that includes billing and collection, customer service, general business, or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.